

Intake has overtaken output for the third quarter in a row for both Freedom of Information and Data Protection casework. Caseloads across the office have risen as a result. Receipts for FOI cases are up 7% against volumes recorded at the same time last year. Data Protection receipts are up by 13%. We have also received more self-reported incidents, and requests for written advice are up on the same time last year too.

There are no obvious reasons why intake has risen significantly but there is mitigation in place to help us manage the situation. Staffing levels have been below complement but an aggressive approach to recruitment across a number of business areas means that we should have required staff in place in the coming weeks. We have also taken steps to increase developmental opportunity in operational areas, coupled with internal promotions, that should help with issues around staff retention. We are utilising overtime, are looking to over recruit further, and expect to see productivity rise in the latter half of the year.

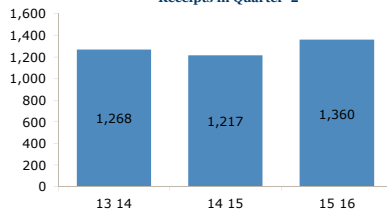
FOI complaint casework

October 2015 - Quarter 2

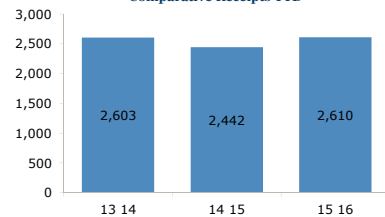
Received

	2014/15	2015/16
Quarter 1	1,225	1,250
Quarter 2	1,217	1,360
Quarter 3	1,200	
Quarter 4	1,335	
Total	4,977	2,610

Receipts in Quarter 2



Comparative Receipts YTD

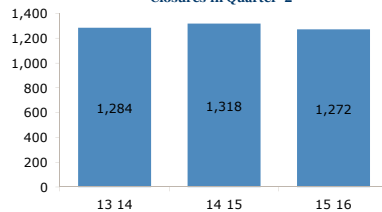


6.9%

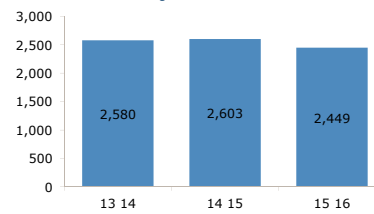
Closed

	2014/15	2015/16
Quarter 1	1,285	1,177
Quarter 2	1,318	1,272
Quarter 3	1,232	
Quarter 4	1,237	
Total	5,072	2,449

Closures in Quarter 2

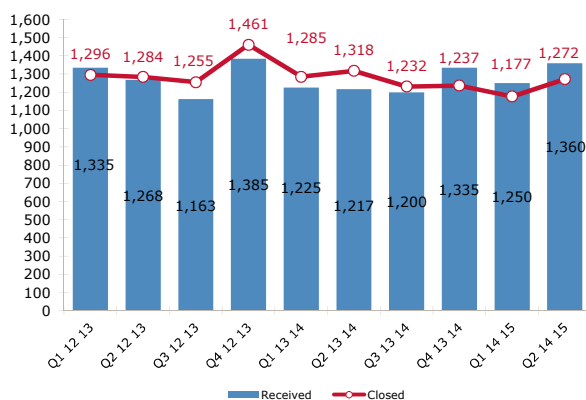


Comparative Closures YTD



-5.9%

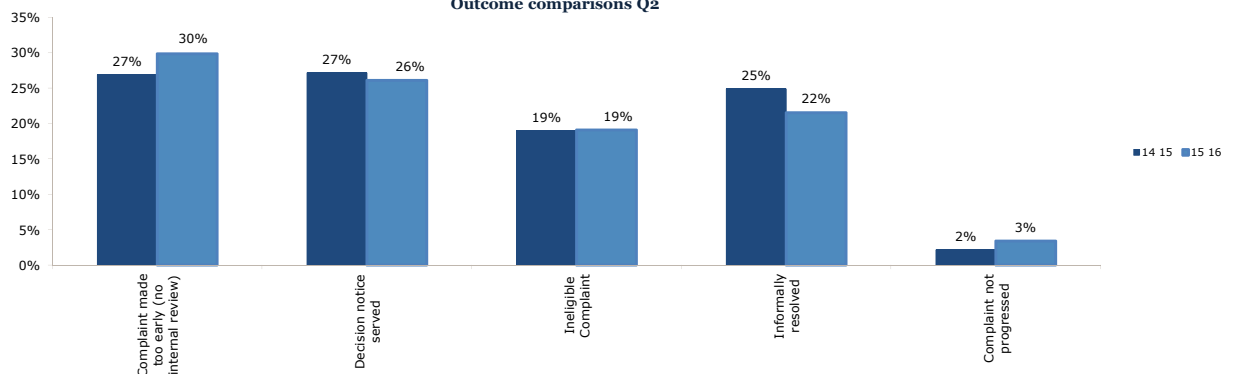
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q2	%
0 - 30 days	659	52%
31 - 90 days	263	21%
91 - 180 days	257	20%
181 - 270 days	73	6%
271 - 365 days	18	1%
365 days+	2	0.2%
Total	1,272	100%

Outcome comparisons Q2



Decision Notices Served

	2014/15	2015/16
Quarter 1	309	282
Quarter 2	365	333
Quarter 3	314	
Quarter 4	317	
Total	1,305	615

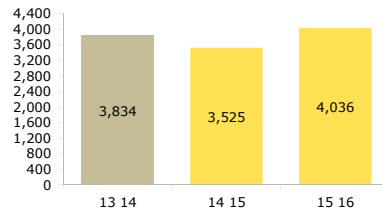
Decision Notices Served by outcome

	2014/15				2015/16			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	184	43	82	309	173	26	83	282
Quarter 2	236	55	74	365	206	45	82	333
Quarter 3	196	46	72	314				
Quarter 4	193	45	79	317				
Total	809	189	307	1,305	379	71	165	615

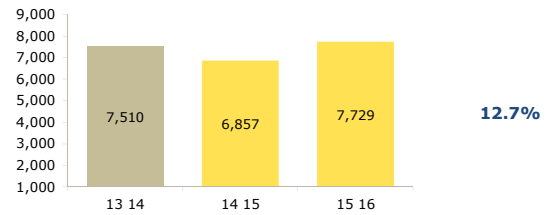
Received

	2014/15	2015/16
Quarter 1	3,332	3,693
Quarter 2	3,525	4,036
Quarter 3	3,475	
Quarter 4	3,923	
Total	14,255	7,729

Receipts In Quarter 2



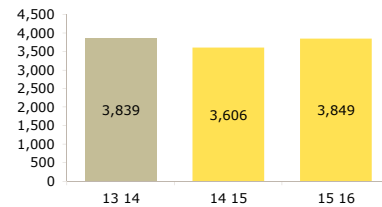
Comparative Receipts YTD



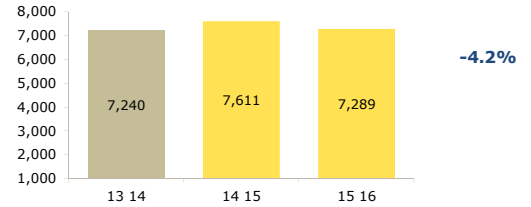
Closed

	2014/15	2015/16
Quarter 1	4,005	3,440
Quarter 2	3,606	3,849
Quarter 3	3,604	
Quarter 4	3,832	
Total	15,047	7,289

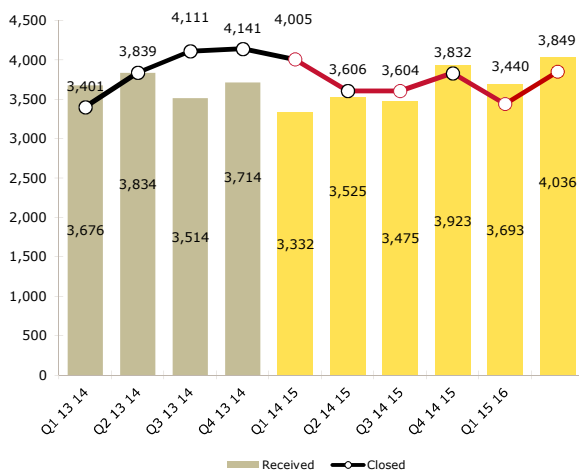
Closures in Quarter 2



Comparative Closures YTD



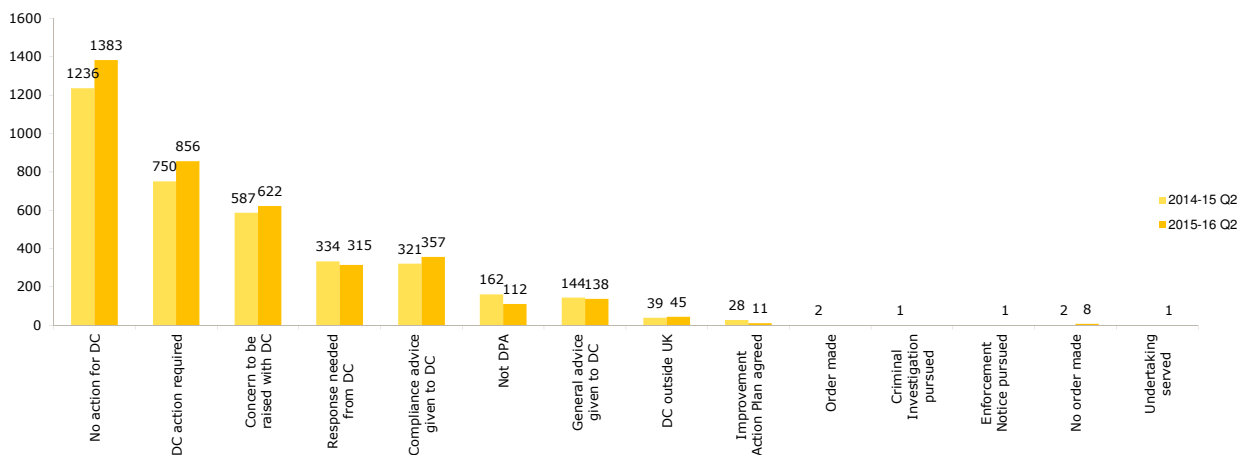
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q2	%
0 - 30 days	2,075	53.9%
31 - 90 days	1,527	39.7%
91 - 180 days	201	5.2%
181 - 270 days	41	1.1%
271 - 365 days	2	0.1%
365 days +	3	0.1%
Total	3,849	100%

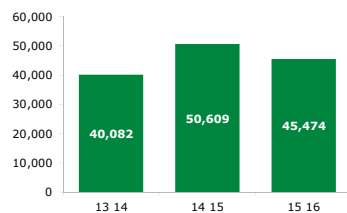
Outcomes comparisons concerns finished in Q2



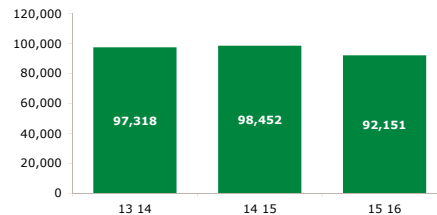
Concerns reported

	2014/15	2015/16
Quarter 1	47,843	46,677
Quarter 2	50,609	45,474
Quarter 3	43,778	
Quarter 4	37,958	
Total	180,188	92,151

Concerns reported in Quarter 2



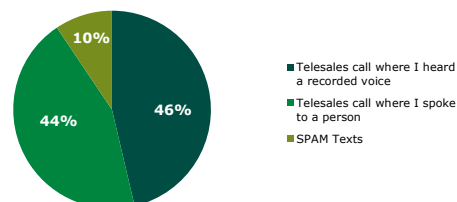
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2014/15			2015/16		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	22,105	18,635	6,830	17,057	22,992	6,219
Quarter 2	26,237	18,170	5,925	20,885	19,958	4,234
Quarter 3	19,368	19,085	5,008			
Quarter 4	12,478	19,192	5,917			
Total	80,188	75,082	23,680	37,942	42,950	10,453

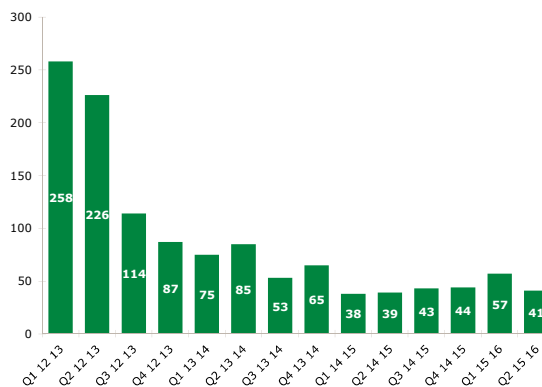
Nature of telesales and SPAM texts reported Q2



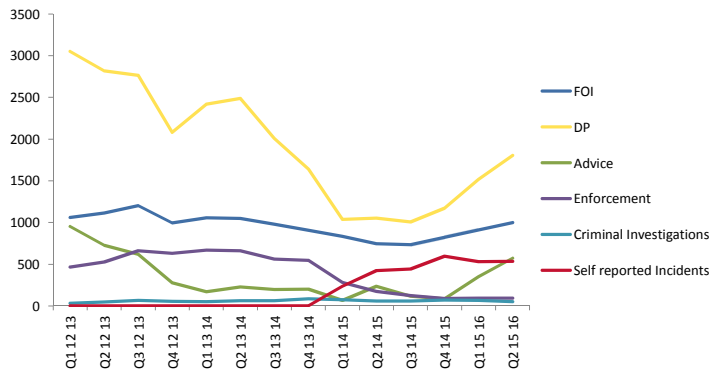
Cookie concerns reported

	2014/15	2015/16
Quarter 1	38	57
Quarter 2	39	44
Quarter 3	43	
Quarter 4	44	
Total	164	101

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads.
reported incidents were recorded as Enforcement cases prior to April 2014.

*Some self

FOI and EIR Complaints - Age profiles

Age profile	Caseload Q2	%
0 - 30 days	306	31%
31 - 90 days	391	39%
91 - 180 days	223	22%
181 - 270 days	63	6%
271 - 365 days	14	1%
Over 1 Year	1	0.1%
Total	998	100%

DP Concerns - Age profiles

Age profile	Caseload Q2	%
0 - 30 days	1,080	60%
31 - 90 days	512	28%
91 - 180 days	159	9%
181 - 270 days	34	2%
271 - 365 days	13	1%
Over 1 Year	6	0.3%
Total	1,804	100%

Written advice - age profile

Age profile	Caseload Q2	%
0 - 30 days	560	98%
31 - 90 days	11	2%
Total	571	100%

Self reported Incidents - age profile

Age profile	Caseload Q2	%
0 - 30 days	160	30%
31 - 90 days	133	25%
91 - 180 days	129	24%
181 - 270 days	67	13%
271 - 365 days	21	4%
Over 1 Year	26	5%
Total	536	100%

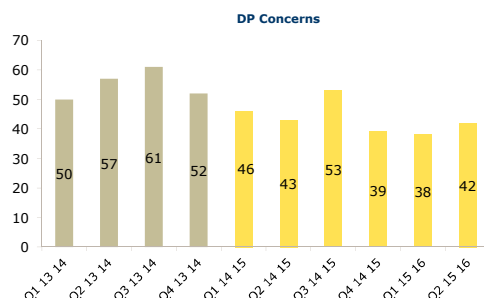
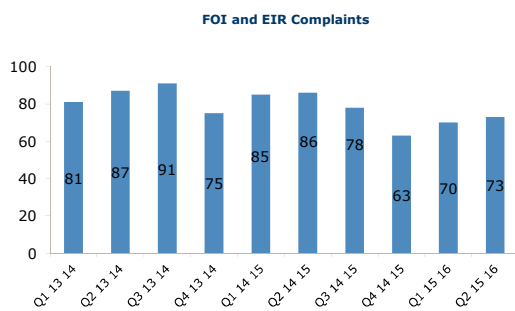
Enforcement - age profile

Age profile	Caseload Q2	%
0 - 30 days	20	21%
31 - 90 days	24	26%
91 - 180 days	17	18%
181 - 270 days	8	9%
271 - 365 days	2	2%
1yr - 2yr	15	16%
Over 2 yr	8	9%
Total	94	100%

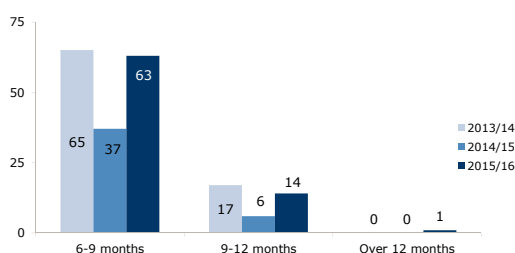
Criminal Investigations - age profile

Age profile	Caseload Q2	%
0 - 30 days	14	27%
31 - 90 days	15	29%
91 - 180 days	6	12%
181 - 270 days	2	4%
271 - 365 days	1	2%
1yr - 2yr	4	8%
Over 2 yr	9	18%
Total	51	100%

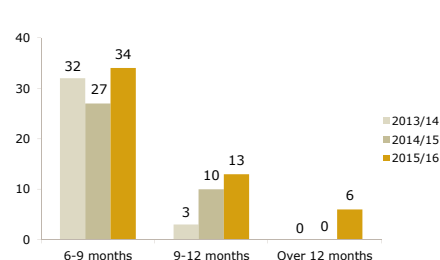
Average age of caseload in days at end of each quarter



FOI and EIR Complaints over 6 months old



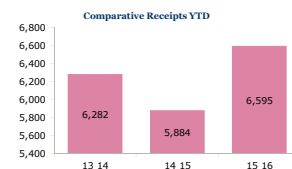
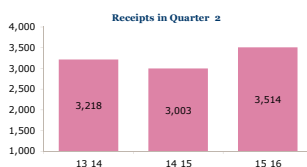
DP Concerns over 6 months old



Written advice casework received

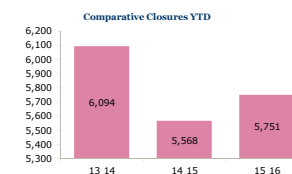
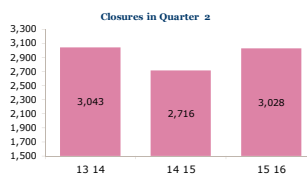
	2014/15	2015/16
Quarter 1	2,881	3,081
Quarter 2	3,003	3,514
Quarter 3	2,782	
Quarter 4	3,187	
Total	11,853	6,595

Written advice



Written advice casework closed

	2014/15	2015/16
Quarter 1	2,852	2,723
Quarter 2	2,716	3,028
Quarter 3	2,856	
Quarter 4	3,094	
Total	11,518	5,751



Helpline advice

Helpline calls received

	2014/15	2015/16
Quarter 1	54,749	48,810
Quarter 2	49,217	54,440
Quarter 3	46,671	
Quarter 4	54,241	
Total	204,878	103,250

Helpline calls answered

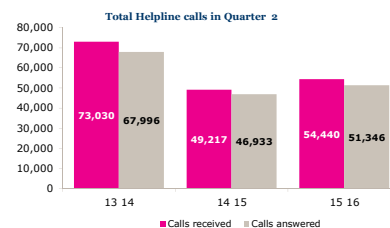
	2014/15	2015/16
Quarter 1	52,170	46,507
Quarter 2	46,933	51,346
Quarter 3	44,714	
Quarter 4	51,614	
Total	195,431	97,853

% calls answered

	2014/15	2015/16
Quarter 1	95%	95%
Quarter 2	95%	94%
Quarter 3	96%	
Quarter 4	95%	
Total	95%	95%

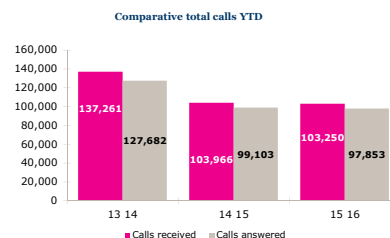
Average wait time

	2014/15	2015/16
Quarter 1	61	47
Quarter 2	61	62
Quarter 3	47	
Quarter 4	49	
Average Wait YTD	54	55



Helpline calls YTD

	2014/15	2015/16
Received	204,878	103,250
Answered	195,431	97,853
% Answ'd	95%	95%

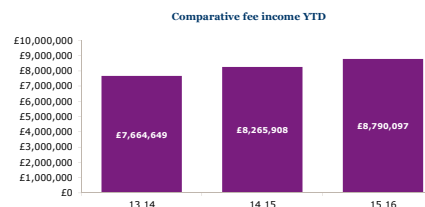
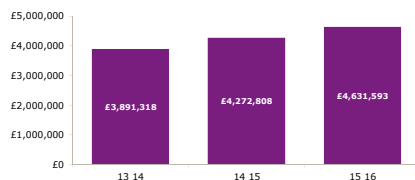


Registration fee income

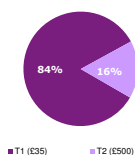
Fee income received

	2014/15	2015/16
Quarter 1	£3,993,100	£4,158,504
Quarter 2	£4,272,808	£4,631,593
Quarter 3	£4,300,793	
Quarter 4	£4,952,713	
Total	£17,519,414	£8,790,097

Registration Fee Income for Quarter 2



Fee income received in Q2 by fee tier

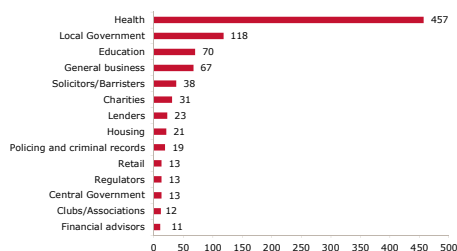


Self reported Incidents

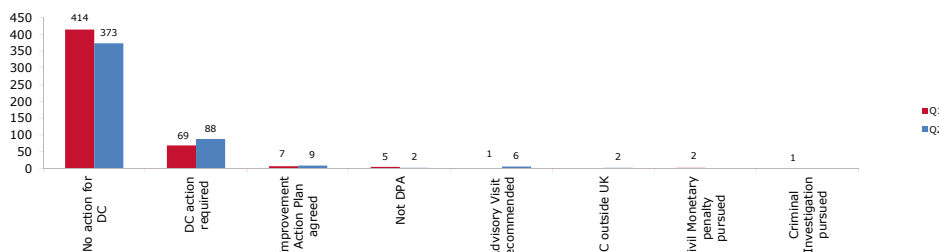
	Received	
	2014/15	2015/16
Quarter 1	441	446
Quarter 2	411	525
Quarter 3	404	
Quarter 4	421	
Total	1,677	971

	Closed	
	2014/15	2015/16
Quarter 1	206	504
Quarter 2	219	493
Quarter 3	390	
Quarter 4	266	
Total	1,081	997

Sectors generating most self reported incidents YTD



Outcomes YTD



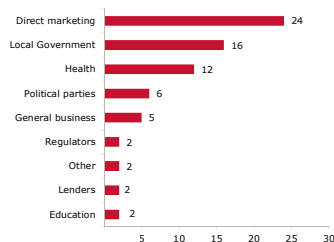
Enforcement and Criminal Investigations

Enforcement

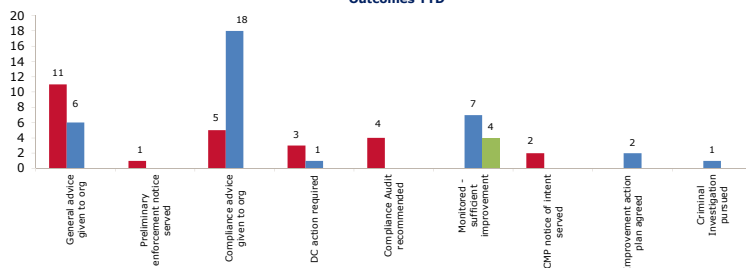
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	6	13	5	100	26	4
	Quarter 3	7	10	0	41	27	1
	Quarter 4	7	12	4	36	19	4
Total		29	58	12	426	94	11
2015/16	Quarter 1	5	37	0	23	10	1
	Quarter 2	9	31	0	13	28	3
	Quarter 3						
	Quarter 4						
Total		14	68	0	36	38	4

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Sectors generating most Enforcement cases YTD



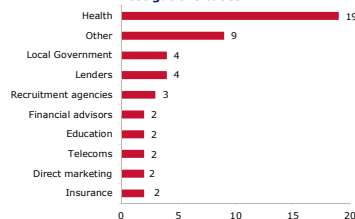
Outcomes YTD



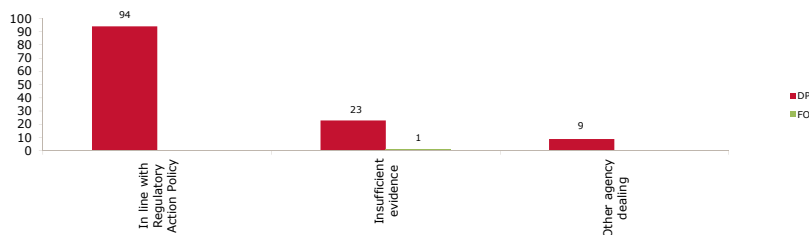
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	62	0	2
	Quarter 2	38	0	2	55	0	1
	Quarter 3	0	0	0	47	0	1
	Quarter 4	57	0	2	46	0	1
Total		198	0	6	210	0	5
2015/16	Quarter 1	55	0	0	56	0	1
	Quarter 2	59	0	0	73	0	0
	Quarter 3						
	Quarter 4						
Total		114	0	0	129	0	1

Sectors generating most criminal investigations cases



Outcomes YTD



Notices, Cautions and Prosecutions

2015-16	Quarter 1			Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	FOI	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	12			14						26
Enforcement notice served	1		1							2
Prosecuted	1			1						2
Caution served	2									2
CMP served	1			1	3					5

The above table shows the number of cases closed with a notice or undertaking outcome. The number of notices or undertakings actually served may be less as multiple cases with one organisation will result in a single notice or undertaking being served.

